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DEPARTMENT OF AGRICULTURE

Rural Housing Service

Notice of Request for Collection of Public Information With the
Use of a Survey

AGENCY: Rural Development, USDA.

ACTION: Proposed collection; comments requested.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995, this notice announces the Rural Development's intention to request clearance for continuation of information collection to measure the quality of loan servicing provided by the Rural Development, Centralized Servicing Center (CSC) in St. Louis, MO.

DATES: Comments on this notice must be received by [insert date 60 days from publication in the Federal Register] to be assured of consideration.

FOR FURTHER INFORMATION CONTACT: Terrie Barton, Customer Service Branch Director, Centralized Servicing Center, 4300 Goodfellow Blvd., Mail Code FC 25, St. Louis, Missouri 63120-1703, phone: (314) 457-5133, e-mail: terrie.barton@stl.usda.gov.

SUPPLEMENTARY INFORMATION:

Title: Rural Development--Customer Satisfaction Survey.

Type of Request: Continuation of information collection.

OMB No.: 0575-0187

Abstract: USDA, Rural Development provides insured loans to low- and moderate-income applicants located in rural geographic areas to assist them in obtaining decent, sanitary and safe dwellings. Rural Development currently processes loan originations through approximately 542 Field Offices. The Rural Development, Centralized Servicing Center (CSC), located in St. Louis, Missouri, provides support to the Field Offices and is responsible for loan servicing functions for Single Family Housing direct loan program borrowers. The CSC was established to achieve a high level of customer service and operating efficiency. The CSC has established a fully integrated call center and is able to provide borrowers with convenient access to their loan account information.

To facilitate CSC's mission and in an effort to continuously improve service delivery, a survey has been developed that will measure the change in quality of service that borrower's receive when they contact the CSC. Four previous surveys have been completed under prior authorization. Respondents will only need to report information on a one-time basis.

The results of the survey will provide a general satisfaction level among borrowers throughout the nation. The data analysis will provide comparisons to prior surveys and reveal areas of increased satisfaction as well as areas in need of improvement. CSC's goal is to continuously improve program delivery, accessibility and overall customer service satisfaction. A follow up survey will be conducted in 24-36 months, but may or may not be sent to the same initial respondents. Additionally, in accordance with Government Performance and Results Act (GPRA), the survey will enable CSC to measure the results and overall effectiveness

of customer services provided as well as implement action plans and measure improvements.

Estimate of Burden: Public reporting burden for this collection of information is estimated to average 10 minutes per response.

Respondents: Rural Development, SFH Program Borrowers.

Estimated Number of Respondents: 6,000.

Estimated Number of Responses per Respondent: 1.

Estimated Number of Responses: 6,000.

Estimated Total Annual Burden on Respondents: 960.

Copies of this information collection can be obtained from Jeanne Jacobs, Regulations and Paperwork Management Branch, Support Services Division at (202) 692-0040.

Comments

Comments are invited on: (a) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (b) the accuracy of agency's estimate of the burden of the proposed collection of information including the validity of the methodology and assumptions used; (c) ways to enhance the quality, utility and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on those who are to respond, including the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology. Comments may be sent to Jeanne Jacobs, Regulations and Paperwork Management Branch, Support Services Division, U.S. Department of Agriculture, Rural Development, STOP 0742, 1400

Independence Ave. SW., Washington, DC 20250-0742. All responses to this notice will be summarized and included in the request for OMB approval. All comments will also become a matter of public record.

Dated: February 22, 2013

Tammye H. Treviño

Administrator

Housing and Community Facilities Programs

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